



INSTRUCTIONS - CARES PLUS NEW USER ACCOUNT REQUEST

1. A new user must complete the PROOF User Account Form and obtain a signature from the CARES Plus single point of contact for their agency. The new user must also sign the attached Confidentiality Agreement to proceed with the new user account request.

Note: *The authorized lead for the PROOF User Account Form is the single point of contact for CARES Plus and must have their signature. Confidentiality Forms must be signed by the user and received by the CARES Plus single point of contact.*

2. After the new user forms have been completed they may be sent to First 5 California via fax at (916)263-1360 or email in a scanned PDF file to the following email address: proofsupport@ccfc.ca.gov.
3. Upon receipt of new user forms at First 5 California the named CARES Plus single point of contact will receive a notification email confirming the user account request from their agency.
4. The PROOF help desk will complete the request and establish the user account on the PROOF System and send a confirmation email to the new user and notification to the CARES Plus single point of contact. The confirmation email will include the new user ID as well as instructions on how to access the system and establish a new user password.